|  |  |
| --- | --- |
| **Systems analyst****SALARY GRADE: HBC6** | Halton Borough Council resourcing@halton.gov.uk |
| Working at Halton |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture: * Working Together – building fantastic relationships with colleagues and customers
* Continuous Improvement – Keeping great service delivery at the heart of everything we do
* Personal Growth – Learning, growing and developing ourselves
* Accountability – doing what we say we are going to do
* Inspiring Leadership – positive roles models and leading by example

*To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)**We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**Aside from working with a great team, our employees have access to a fantastic range of benefits, including:* A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service
* Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions
* 3 x Salary Life Cover via Local Government Pension Scheme
* Investment in your personal development
* Free Car Parking at HBC sites
* Flexible / hybrid working arrangements available
* Car leasing schemes

*For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* |
| About the Job As a Systems Analyst you will support the Client Applications Systems Manager in the implementation andoperation of Client Systems and associated projects specifically across Children’s and Adults Services. The main application in use across Social Care is the Eclipse Case Management solution.The world of Social Care is constantly evolving with demands on the service at an all-time high, work with this team to implement technological solutions to help Social Workers in their day-to-day role and ultimately improve the service for the communities of Halton. Below is a further breakdown of the expected responsibilities of the role: |
| **Training Delivery*** Develop and maintain online learning tools, including videos and virtual support.
* Create guidance documentation, FAQs, and system processes.
* Provide one-on-one case load support.
* Ensure local readiness for the delivery of Eclipse and associated new systems, assist with rollout to users, and ensure targets are met within specified timeframes.
* Develop and deliver Eclipse training plans and coordinate training sessions.

**Data Monitoring*** Generate detailed progress reports that highlight key metrics and trends. These reports should provide insights into data quality, user activity, and any recurring issues. Share these reports with relevant service areas to keep them informed.
* Monitor helpdesk calls from Eclipse users to identify common issues and areas where users may need additional support. This helps in understanding the types of problems users are facing and how they can be addressed.
* Analyse data to identify patterns of incorrect data entry. This could include frequent mistakes, inaction on worklists, or incorrect worklists being loaded. Use this information to provide targeted one-on-one support to users who need it.
* Develop and implement processes for data quality assurance and data matching. This includes creating protocols for regular data audits, establishing data validation rules, and ensuring that data in Eclipse is consistent with other data sources.

**Helpdesk Support*** Coordinate the activities of the helpdesk team to ensure efficient handling of user inquiries and issues. This involves scheduling, task assignment, and performance monitoring.
* Establish and maintain effective communication channels (e.g., email, chat, teams) to facilitate user access to helpdesk support.
* Manage and respond to user inquiries promptly and effectively. This includes answering questions, providing guidance, and resolving issues related to Eclipse.
* Assist users with data entry tasks, ensuring that data is entered accurately and efficiently. Provide support for correcting any data entry errors.
* Offer technical support to users experiencing issues with the Eclipse system. This includes troubleshooting problems, providing step-by-step instructions, and escalating complex issues to higher-level support if necessary.
* Educate users on how to effectively use the Eclipse system, reducing the number of inquiries by providing users with the knowledge they need.
* Track and document all helpdesk interactions to identify common issues and trends. Use this data to improve support processes and user training.

**Champion Support*** Provide comprehensive training to Eclipse champions, ensuring they are well-versed in all aspects of the system. This includes both initial training sessions and ongoing refresher courses to keep champions updated on new features and best practices.
* Create and distribute training materials, such as user guides, video tutorials, and FAQs, tailored specifically for Eclipse champions. These resources should be easily accessible and regularly updated.
* Offer continuous support to Eclipse champions, addressing any questions or issues they may encounter. This includes providing one-on-one assistance and facilitating group discussions or forums where champions can share experiences and solutions.
* Gather feedback from Eclipse champions regarding the system’s functionality and user experience. Use this feedback to identify areas for improvement and to inform future training and development efforts.
* Keep Eclipse champions informed about any system updates, new features, or changes. Ensure they understand how these updates impact their work and provide training or resources as needed.
* Organise regular meetings or workshops where champions can connect, discuss challenges, and share best practices.

**Development** * Assist in the development and improvement of system changes identified by service areas .
* Generate outputs and assist with user acceptance testing (UAT).
* Create necessary online tools and track changes to ensure effective system design utilisation through existing data quality checks.
* Inform and support champions with system changes.

**System Admin*** Assist in performing some aspects of system setup.
* Assist in system testing of new modules, software releases, upgrades, and bug fixes.
 |
| About You |
| The candidate should ideally have a working knowledge of system/business processes within Social Care and experience of working with data from an analysis and reporting perspective.In addition you will have:* Excellent organisational skills and the ability to prioritise work to meet deadlines.
* Able to work independently within the confines agreed by the Systems Manager.
* A high level of written and oral communication skills to a variety of audiences.
* A high level of IT skills in using a range of Microsoft products.
* Ability to work flexibly within a team environment.
* This role requires knowledge of practices and system processes relating to Children’s and Adults Services

As this role involves regular travel across the borough and sometimes further afield, a driving license and access to a vehicle are essential requirements. Where appropriate, reasonable adjustments will be made in accordance with the provisions of the Equality Act.The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. |
|  |  |
|  |  |
|  |